Quick Reference

For HHG Sellers:
Invoice Error Codes and Solutions

PowerTrack HHG Help Desk 1-866-561-6930

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Guidelines for Fixing Invoice Errors

To fix an invoice error, locate the error below, and follow the guidelines for correcting the error.

ADF035: Duplicate invoice

Problem: CWA received two invoices with the same invoice number. This may be due to an error by PowerTrack; another possibility is that a user sent an invoice in CWA, found an error, cancelled the original invoice in PowerTrack, and then entered a second, corrected invoice with the same invoice number as the first. The second invoice was sent to CWA and rejected as a duplicate.
Solution: To avoid this problem, when correcting an invoice, resume the first invoice and make corrections rather than sending another invoice with the same invoice number. If you do send a second invoice, you will need to enter all order line numbers in the second invoice, rather than just those needing correction, so that the lines can be matched.

If the above situation does not apply, contact PowerTrack Customer Service.

ADF036: Multiple shipment ' LHS' items (a.k.a., ADF036: Multiple shipment "LHS" items)

Problem: CWA received two line items for line haul (item code LHS) on the same BOL. The two line items can be on the same or on different invoices.
Solution: To resolve this error, change the item code for the rejected invoice to either LHSADD for additional weight or LHSREF for a refund.

ADR010: Invalid shipment ID or GBL

Problem: The GBL on the invoice does not match the GBL in CWA.
Solution: Change the order number on the summary screen.

ADR013: Invalid line (IDC) number

Problem: This is a PowerTrack problem.
Solution: Contact PowerTrack Customer Service.

ADR015: Invalid billing item code

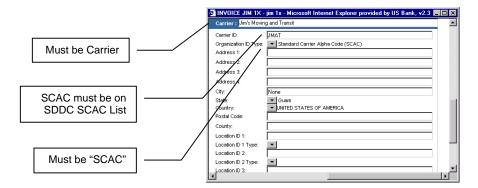**Problem:** CWA does not recognize the billing item code (seller charge code). This occurs only when PowerTrack's item code list differs from CWA.

Solution: First, look on the SDDC website for the item codes list and verify that the item code used is invalid. If you used a valid code, call the CWA help desk for assistance. If the code is not on the list, change the code on the transaction to a valid code, and contact PowerTrack Customer Service to request an update to PowerTrack's code list.

ADR020: Invalid carrier SCAC

Problem: The SCAC submitted on the invoice does not exist in CWA's list of SCACs.

Solution: On the Participants tab on the invoice, verify the following: the correct SCAC is listed, the participant type is "Carrier," the organization ID type is "SCAC," and the organization ID is the correct SCAC. If all of the information is correct, call the CWA help desk to verify that they have the correct SCAC on file.

ADR025: Invalid GBLOCK

Problem: The GBLOC identifier for either the buyer or the responsible destination was not recognized by CWA. The unrecognized GBLOC is indicated in the Element Original Value, which displays the invalid value.

Solution: If you believe that the GBLOC is correct, call the CWA help desk. If the GBLOC is incorrect, change the buyer or responsible destination. To do this, on the Participants tab of the invoice, click the **Add Party** button and select a new GBLOC, or type the correct value in the "Responsible Destination ID" box.

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ADR028: Invalid GBL, SCAC, combination

Problem: Either the GBL or the SCAC is incorrect, or the SCAC is incorrect for this GBL.
Solution: First, check to see if an "ADR010 invalid shipment id or GBL" error exists for the invoice; if it does, correct the GBL as described in the solution for the ADR010 error. Next, check the Carrier on the Participants tab of the invoice; if one does not exist, add a Carrier participant. The organization ID type must be "SCAC" and the organization ID code set to the actual SCAC.

ADR030: Invalid GBL, GBLOCK combination

Problem: CWA does not have this GBL for the buyer on the invoice.
Solution: Verify that the GBL and buyer GBLOC are correct. If one is incorrect, change the GBL (explained in ADR010) or GBLOC (explained in ADR025) as necessary. If they values are correct, call the CWA help desk for assistance.

ADR045: Invalid postal code

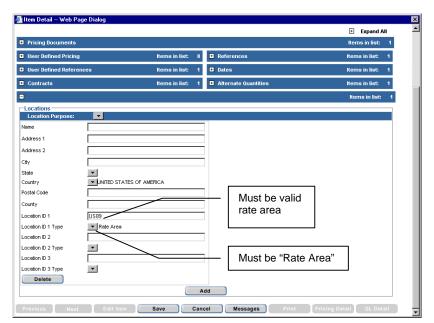**Problem:** CWA does not recognize the zip code.
Solution: Review the error report, which includes the invalid zip code. If a line number is indicated on the report, an address on the service charge has the unrecognized zip code. Within the invoice, open the line item to display the Service Charge Detail screen, and then open the locations by clicking the +, and correct the zip code. If there is no line number indicated on the error report, the unrecognized zip code is on the Participants tab. Locate and correct the zip code on the Participants tab.

Use the list of valid US zip codes on the SDDC web site. Call the CWA help desk for more information on how to use this list.

ADR050: Invalid rate area

Problem: CWA does not recognize the rate area.
Solution: Review the error report, which includes the invalid rate area. If a line number is indicated on the report, an address on the service charge has the unrecognized rate area. Within the invoice, open the line item to display the Service Charge Detail screen, and then open the locations by clicking the +, and correct the rate area. If there is no line number indicated on the error report, the unrecognized rate area is on the Participants tab. Locate and correct the rate area on the Participants tab. In both instances, verify that Location ID 1 is a valid rate area, and that Location ID 1 type is "Rate Area."

ICC025: Loop count less than expected minimum

Problem: This is an EDI error indicating that multiple fields are missing data.
Solution: Check the segment ID to see what is missing. There are two existing situations:

> **L0:** Ensure quantities and prices are entered.
> **N4:** Enter city, state, etc., either for the service charge (indicated by a line number) or participant that is missing the data

ICF030: Mandatory field missing

Problem: A required field is missing data.
Solution: First, determine which field is missing data by reviewing the error report. To do this, first review the line number indicator. If the line number indicator is blank, the missing field is in the header (i.e., any of the Summary sub-tabs, the Participants tab or the Notices tab). If the line number is indicated, the missing field is on the specific line on the Service Charge tab.

Next, on the error report, review the segment identifier and element position in segment, which indicate which field is missing data. Use the table below to determine the field. To date, this error has only occurred for segment N4. See Appendix for other fields.

Finally, add the missing information.

Line Number Exists	Segment	Position in Segment	User Interface Screen Containing Missing Field	Missing Field in User Interface	Comments
Yes	N4	1	Service charge detail	Locations: city	One of the locations is missing the city
Yes	N4	5	Service charge detail	Locations: location ID1 type	For OCONUS, one of the locations is missing the code telling CWA this is an MTMC Rate Area.
Yes	N4	6	Service charge detail	Locations: location ID 1 or county	For CONUS, one of the locations on this line is missing the county. For OCONUS, one of the locations is missing the MTMC Rate Area.
No	N4	1	Participants	Addresses: city	For OCONUS, one of the addresses is missing the city (most likely Ship To or Ship From address)
No	N4	5	Participants	Addresses: location ID1 type	One of the addresses is missing the code telling CWA this is an MTMC Rate Area.
No	N4	6	Participants	Addresses: location ID 1 or county	For CONUS, one of the locations on this line is missing the county. For OCONUS, one of the locations is missing the MTMC Rate Area.

ICF031: Conditional field missing or zero

Problem: A field that requires data only in certain instances is missing data. For example, actual net weight needs to be sent only if there is a weight for the service charge.
Solution: See ICF030.

ICF052: Data value exceeded field maximum

Problem: The value entered in the field is greater that the maximum allowed by CWA. To date this has occurred only in the Unit Price field.

Solution: On the error report, check to see if the segment is "L1" and the element is "2." If this is the case, the Unit Price exceeds the maximum allowed by CWA. As the CWA limit is quite high, the error is most likely a typo. Open the service charge and correct the Unit Price.

If the error report indicates a different segment and element that identified above, contact the CWA help desk for assistance.

ICF053: Data value less than field minimum

Problem: This generally indicates that a negative value is included where CWA did not expect a negative value.

Solution: Review the message in the error report to determine the minimum value allowed by CWA. For example, with the error message "FMI - field minimum, '0'," remove the "'" to get "FMI - field minimum, 0." This indicates that CWA will not accept a negative rate. Use the segment and element to determine the tab and field in question.

To date this has always been a CWA error. Below are the examples received thus far, which have all been on the line item. If the segment and element in the error you receive are not listed below, refer to the Appendix.

Line Number Exist	Segment	Element	Screen	Field
Yes	L0	2	Service charges	Invoice quantity
Yes	L1	4	Service charges	Unit price
Yes	MEA	3	Service Charge Detail	Alternate Quantity-Qty

ICR060: Data element not found in code list

Problem: This indicates that a code was included that CWA did not understand.

Solution: Review the error report to determine the line number and field that contain the error. Below is a list of fields that have been a problem in the past.

Segment	Element	User Interface Screen	User Interface Field
MEA	2	Service charge details	Alternate Quantities-UOM type
N4	5	If at header, then Participant tab; if at line items, then Service Charge Details screen, Location section	Could be county or MTMC Rate area depending on if CONUS.
N9	1	This is a PowerTrack issue; contact PowerTrack Customer Service	

ICS070: Mandatory child segment missing

Problem: Required data is missing.
Solution: See ICF030. Read the message in the error report to determine the error. To do this, remove all "&apos" from the message to clean/decode the message. For example:

SCC - segment 'N9' required with '0128' as '8M'
becomes
SCC - segment N9 required with 0128 as 8M

See the table below for the most common messages and solutions.

Message (Cleaned)	Solution
SCC - segment N9 required with 0128 as CN	On Summary tab in References section, add the carrier reference number .
SCC - segment N9 required with 0128 as 8M	On Summary tab in References section, add originating company identifier.
SCC - segment N9 required with 0128 as PQ	On Summary tab in References section, add payment qualifier.
SCC - segment N9:3 required with 0128:2024 as YP	On Service Charge Detail screen for the appropriate line item, add origin/destination indicator.

ICS075: Conditional sibling segment missing

Problem: Data required in certain instances is missing.
Solution: See ICF030. Read the message in the error report to determine the error. To do this, remove all "&apos" from the message to clean/decode the message. For example:
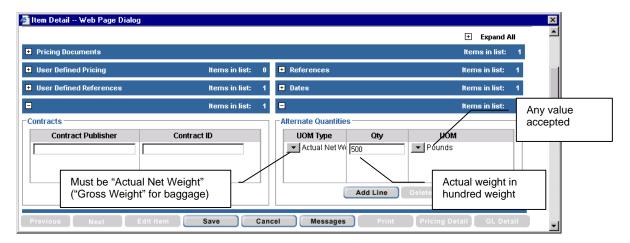
SSS - segment 'MEA' required with '0737' as 'WT'
becomes
SSS - segment MEA required with 0737 as WT

See the table below for the most common messages and solutions.

Message (Cleaned)	Solution
SSS - segment 'MEA' required with '0737' as 'WT' when '0221' is 'OR'	On Item Detail screen for the appropriate line item, enter actual net weight. (For unaccompanied baggage use gross weight.)
SSS - segment 'MEA' required with '0737' as 'WT' when '0187:2' is 'B'	On Item Detail screen for the appropriate line item, enter actual net weight. (For unaccompanied baggage use gross weight.)

MDF030: Mandatory field missing

Problem: Required data is missing.
Solution: See ICF030.

SDF030: Mandatory field missing

Problem: Required data is missing.
Solution: See ICF030.

Appendix

Use this table in conjunction with the error report message to determine where field containing the invalid or missing data is located on the invoice.
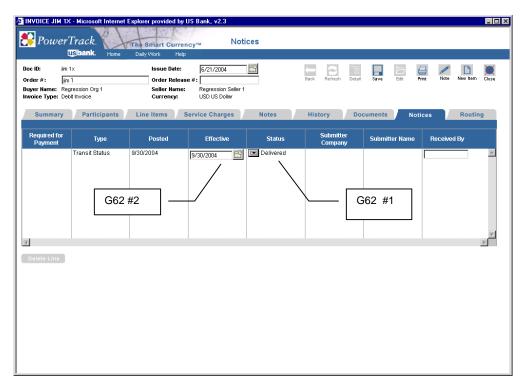
- ➢ If a line number is included, the field is on the service charges screen.
- ➢ If no line number is included, the field is on one of the header screens.
- ➢ Use the Segment ID and Element ID to find the exact screen and field.

Line Item Number Exists	Segment ID	Element ID	Screen	Field
No	B3	2	Header (all)	Invoice
No	B3	3	Header (all)	Order
No	B3	4	NA	NA - Contact PowerTrack Customer Service
No	B3	6	Header (all)	Invoice date
No	B3	7	NA	NA - Contact PowerTrack Customer Service
No	B3	8	NA	NA - Contact PowerTrack Customer Service
No	B3	9	Notices	Transit status
No	B3	10	NA	NA - Contact PowerTrack Customer Service
No	B3	11	Participants	Participant type = Carrier Organization ID type =SCAC The SCAC is entered in the Organization ID field
No	B3A	1	NA	NA - Contact PowerTrack Customer Service
No	N9	1	Summary-references	Description
No	N9	2	Summary-references	Value
No	G62	1	Summary-references	Description (see note 1)
No	G62	2	Summary-references	Description (see note 1)
No	NTE	1	NA	NA - Contact PowerTrack Customer Service
No	NTE	2	Summary-messages	Message
No	N1	1	Participant	Participant type - Example: Buyer
No	N1	2	Participant	Name (immediately after "party")
No	N1	3	Participant	Organization ID Type
No	N1	4	Participant	Party ID (e.g. Buyer ID)
No	N4	1	Participant	City
No	N4	2	Participant	State
No	N4	3	Participant	Postal code
No	N4	4	Participant	Country
No	N4	5	Participant	Location ID 1 type (see note 2)
No	N4	6	Participant	Location ID 1(see note 2)
Yes	LX	1	NA	NA - Contact PowerTrack Customer Service

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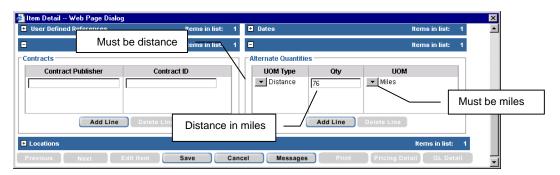| Line Item Number Exists	Segment ID	Element ID	Screen	Field
Yes	N1	1	Service charge Detail	Location purpose
Yes	N1	2	Service charge Detail	Name
Yes	N4	1	Service charge Detail	City
Yes	N4	2	Service charge Detail	State
Yes	N4	3	Service charge Detail	Postal code
Yes	N4	4	Service charge Detail	Country
Yes	N4	5	Service charge Detail	Location ID 1 type (see note 2)
Yes	N4	6	Service charge Detail	Location ID 1(see note 2)
Yes	L5	1	Service charges	SC Line
Yes	L5	2	NA	NA - Contact PowerTrack Customer Service
Yes	L0	All	Service charges	See note 3
Yes	L1	1	NA	NA - Contact PowerTrack Customer Service
Yes	L1	2	Service charges	Unit price
Yes	L1	3	NA	NA - Contact PowerTrack Customer Service
Yes	L1	4	NA	NA - Contact PowerTrack Customer Service
Yes	L1	19	Service charge Detail	See note 4
Yes	MEA	1	NA	NA - Contact PowerTrack Customer Service
Yes	MEA	2	Service charge Detail	Alternate Quantities - UOM Type
Yes	MEA	3	Service charge Detail	Alternate Quantities - Qty
Yes	L7	1	NA	NA - Contact PowerTrack Customer Service
Yes	L7	5	Service Charges	Seller charge code
Yes	L7	13	Service charge Detail	See note 5
Yes	N9	1	Service charge Detail	References - Description
Yes	N9	2	Service charge Detail	References - Value
Yes	N9	3	Service charge Detail	See note 6
Yes	N9	4	Service charge Detail	See note 6

Notes

1) Pick Up Date is located in References. Delivery Date is a Transit Status - use Notices.

2) Fields 4 & 5 in N4 can be for either the rate area (OCONUS) or the county (CONUS). For county, review the County field. For rate area, the Location ID 1 Type should be "Rate Area" and the Location ID 1 must be a valid SDDC rate area.

3) For Segment L0, the best approach is to check the original value from the report and determine its location on the invoice. The location will be one of the Price or Quantity fields (including User Defined Pricing on the Service Charge Detail screen).

4) L 19 contains the Price Adjustment percent.

5) L7 13 contains the mileage.

6) N9 3 & 4 apply only for Code 3 ocean compensation. Ensure there is a reference on this line item for ocean bill of lading and a date for ocean delivery.